

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



September 16, 2002

ALL COUNTY INFORMATION NOTICE NO. I-67-02

TO: ALL COUNTY WELFARE DIRECTORS
ALL CalWORKs PROGRAM SPECIALISTS
ALL WELFARE TO WORK COORDINATORS
ALL FOOD STAMP COORDINATORS

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
☐ Federal Law or Regulation Change
☐ Court Order
☒ Clarification Requested by One or More Counties
☒ Initiated by CDSS

SUBJECT: SUMMARY OF COUNTY PRACTICES: PREPARING FOR THE
60-MONTH TIME LIMIT IN THE CALIFORNIA WORK OPPORTUNITY
AND RESPONSIBILITY TO KIDS (CalWORKs) PROGRAM

Many counties have established innovative practices to prepare CalWORKs recipients as they approach their CalWORKs 60-month time limit in January, 2003. As a result of suggestions from interested parties, we are providing examples of county best practices. Attachment A is the Regional Advisors Survey Compilation and county specific strategies being used to prepare clients who are reaching their time limit. Attachment B is examples of materials that four counties have developed and implemented to address issues surrounding the CalWORKs 60-Month Time Limit. These materials include fliers sent to clients as well as reminders to county staff. Attachment C is a proposed checklist of steps that county staff may use when working with a client who is approaching his/her 60-month time limit. All attachments are being distributed to encourage a broad application of practices that will insure the best possible results.

Additionally, counties are encouraged to refer timed-out recipients to services offered by California Workforce Investment Act One Stop Centers, the California Job Order Browse System, and community-based organizations, including faith-based, to identify and obtain the services they need.

If you have any questions regarding these time limit practices, please call David Willey, CalWORKs Eligibility Bureau, at (916) 654-3062.

Sincerely,
Original document signed by
Charr Lee Metsker on 9/16/02
CHARR LEE METSKER, Chief
Employment and Eligibility Branch

Attachments

c: CSAC
CWDA

APPENDIX

- Attachment A: County Strategies to Prepare Participants for Time Limits
Survey and Responses to County Survey
Strategies for Time Limits
- Attachment B: County Practices: Approaching CalWORKs 60-Month Time Limit
Alameda County
Los Angeles County
Orange County
Sacramento County
- Attachment C: Approaching 60-Month Time Limit Checklist

COUNTY STRATEGIES TO PREPARE PARTICIPANTS FOR TIME LIMITS
SURVEY COMPILATION
DECEMBER 10, 2001

COUNTY	SPECIAL REVIEW/ COMPUTER RUNS	EXTENSIVE CASE MANAGE- MENT	HOME VISITS	ONGOING LETTERS/ PHONE CALLS	MDT APPROACH	TAKING SERVICE TO PARTICIPANT	OTHER STRATEGIES
ALAMEDA	X	X	X		X		<ul style="list-style-type: none"> - Doing special computer reports to identify cases that are reaching their 60th month. - In the process of implementing intensive case management to help clients complete vocational training and become employed. - Contract home visits with the same Community Based Organizations (CBOs) that visit sanctioned clients. - At every client contact, staff are informing clients of their time limits. - Multi-disciplinary Teams (MDTs)– include social workers, domestic violence specialists and members of CalWORKs. outreach support teams. Work with families when needed. Mobile Van Units-under consideration. - Other Strategies- planning an extensive public awareness and outreach campaign to be conducted at sites in the community, as has already been done with mental health, alcohol and drug, and domestic violence services.

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ALPINE		X	X	X	X		- Assigning Child Protective Service (CPS) worker to cases for monitoring and assistance to the parent, i.e., making correct choices for the family, when needed.
AMADOR	X			X			
BUTTE	X	X	X	X	X	X	
CALAVERAS	X	X		X			<ul style="list-style-type: none"> - Engaging clients in in-depth time limit discussions during Orientations and Job Search Workshops. - Developing a flyer to be sent to participants to remind them of the number of remaining months on their time clock.
COLUSA					X		<ul style="list-style-type: none"> - Holding interagency case management meetings immediately preceding case plan implementation and as problems arise with a client's plan. The goal is to promote effective use of clients' 18/24 months rather than waiting until clients reach their time limit. Keeps the involved agencies travelling the same path with respect to shared clients.

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CONTRA COSTA ¹	X	X	X		X		<ul style="list-style-type: none"> - Conducting “Separation Survival Training” for Employment Specialist. Training delineates specific goals and expectations for active case management to assist and prepare participants for time limits. - Referring some individuals for evaluation by psychologists who then put them on a Supplemental Security Income (SSI) Track. - Use of computer runs to provide more intense services during the last 4 months of eligibility under Welfare To Work Plan.
DEL NORTE	X	X	X	X			
FRESNO	X	X					<ul style="list-style-type: none"> - New contract dealing with assisting employed participants who, because of full-time employment, have not received much case management. Using a professional personnel placement agency to assist in locating new jobs for participants that will allow them to close their cash case thereby saving the remaining time left on aid for future use if needed. - Attempting to identify clients who are about to

¹ County completed survey and additional strategies obtained from county site visit.

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							reach their time limits and re-reviewing those cases to ensure everything possible has been done to help them obtain employment in order to become self-sufficient.
GLENN	X	X	X	X	X	X	<ul style="list-style-type: none"> - Family resource centers; - After hours services for working parents; - Safety net services through In-Home Community Action Agency; - On site mental health and drug and alcohol services.
HUMBOLDT	X						<ul style="list-style-type: none"> - Reminding clients of time limits at every contact - Hired extra help to verify TANF clock accuracy and appropriate aid code changes are made. - Verifying CalWORKs time limit. - Working toward assisting those clients who are approaching time limits. - Future plans to enlist MDTs to strategize effective plans to prepare clients for transition from aid.
IMPERIAL	X	X	X		X		
KERN	X	X	X		X	X	<ul style="list-style-type: none"> - Emphasizing time clock regulations up-front during intake process. - Sharing time clock information at home visit appraisal appointments. - Providing written

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							<p>information at intake, re-determination and WTW appraisal.</p> <ul style="list-style-type: none"> - Completing manual time clocks for all Eligibility and Employment cases. This information is shared between Eligibility and Employment staff to provide accurate information regarding time clock usage at each monthly contact with the participant. - Providing extensive case management through the use of MDTs to review cases with individuals approaching the end of their WTW time clock in order to identify barriers to employment, and make recommendations for community service job sites and activity assignments. - A workgroup meets weekly to discuss time clock issues and implementation of new policies and procedures.
KINGS		X	X		X		
LAKE	X	X	X				
LOS ANGELES	X	X		X	X		
MARIN		X		X			
MARIPOSA	X	X					

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MERCED	X				X		<ul style="list-style-type: none"> - Running reports to identify cases approaching and exceeding 60-month time limit, and to project time on aid. - Using MDT approach to focus on cases approaching time limits to assist in identifying barriers and providing services to address them.
MODOC	X	X			X*		<ul style="list-style-type: none"> - Considering development of task force for each participant, which could include Alcohol and Drug, Mental Health, Domestic Violence, CPS (if involved already), eligibility worker, and CalWORKs Employee Specialist for client-based intensive services.
MONO		X	X	X	X		<ul style="list-style-type: none"> - Using home visits to meet with sanctioned people. - Having weekly contact with clients by telephone, mail, or home visits to provide support and remind them of time limits.
MONTEREY	X	X		X			<ul style="list-style-type: none"> - Implemented awareness campaign, which include posters in lobbies and interview rooms. - Implemented unit-by-unit training so that staff will gain knowledge and necessary skills for discussing time limits with customers. - Sent a letter to all

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							<p>CalWORKs recipients in October and November 2001telling them how many months were left on their 60-month CalWORKs clock. Information was obtained from WDTIP.</p> <ul style="list-style-type: none"> - Extensive case management is being done only in planning for the expiration of the 18 and 24-month clocks. There are plans to expand this effort to the 60-month CalWORKs clock over the next year. - Workers check WDTIP and issue time limit letter to all CalWORKs applicants and at annual recipient redetermination.
NAPA	X	X	X		X		<ul style="list-style-type: none"> - Napa County's response to the county survey is attached.
NEVADA	X	X	X	X		X	<ul style="list-style-type: none"> - Present "life skills" workshops at homeless shelters, recovery programs, etc. with a focus on CalWORKs. - On-site Adult and Family Services Social Worker (masters level) and two full-time Behavioral Health Therapists providing extensive services via home visits,. Services include, but are not limited to: assisting with SSI applications where appropriate for people with multiple barriers who are

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							<ul style="list-style-type: none"> - timing out. - Working closely with the college to assure educational plans are valuable and efficient to the time frame of each participant. - Working closely with the county's Domestic Violence (DV) and Sexual Assault Coalition to ensure victims of DV are closely monitored, and their safety is kept in focus, including extending time limits where appropriate.
ORANGE	X	X	X		X		
PLUMAS		X	X	X	X		<ul style="list-style-type: none"> - Providing thorough explanation of time limits during initial client orientation and at redetermination.
RIVERSIDE		X	X		X		<ul style="list-style-type: none"> - Case managers are very communicative regarding time limits. Almost every contact involves a reminder to the participant that time limits are real and impending. - Riverside provided a one page document (attached) explaining this process.
SAN BERNARDINO	X	X	X	X	X		<ul style="list-style-type: none"> - Developing a Multi-Service Unit to provide a multi-disciplinary approach. - Implementation of evening/weekend office hours to address time limit

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							barriers and provide additional training.
SAN BENITO							- Working on a letter to be given to clients on a quarterly basis informing them of time limits. This letter will also be provided at intake and redetermination. Currently clients are being notified verbally.
SAN DIEGO	X	X		X			- Pro-active in all client contacts to reinforce time limit. - Job developers work with clients in community service to place them in unsubsidized employment. - Implemented a senior mentoring program to match multiple barrier clients with mentors who assist with job search and job retention prior to and after time limit.
SAN FRANCISCO	X	X	X	X	X		
SAN JOAQUIN	X	X	X	X			- Encouraging case managers to refer clients for enrollment consideration in the Department of Labor WtW programs.
SAN LUIS OBISPO	X	X	X	X	X		- Ability to run ad hoc reports for time-on-aid (TOA)

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							<p>information.</p> <ul style="list-style-type: none"> - Ability to check MEDS for WDTIP Tracking Recipients Across California (TRAC) and TOA. - Prioritizing case efforts by amount of remaining time on aid. - Doing home visits regarding time limits, as well as sanctions. - Integrating time limits into phone conversations, office visits, orientation, and other appraisal interviews. - Considering multidisciplinary case approach to casework. The county structure is conducive to this approach. - Considering addition of time limits to existing outreach activities.
SAN MATEO ²	X	X		X	X		<ul style="list-style-type: none"> - Tracking participants through the county's SMART data collection system, thereby allowing the county to monitor the involvement of clients in the various WTW components and determine if services are being maximized prior to time limits. - Discussing time limits with applicants. - Providing intensive case services to cases

² County completed survey and additional strategies obtained from county site visit.

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							approaching their 18-24 month time limit.
SANTA BARBARA	X	X	X	X	X		<ul style="list-style-type: none"> - Providing ongoing reminders of time limits to WTW participants and communicating a sense of urgency. - One district office has initiated home visits for non-compliant and sanctioned cases. - Including letters in WTW plans, advising clients of their time limit.
SANTA CLARA	X	X		X		X	<ul style="list-style-type: none"> - Focusing on both the WTW 24-Month Time On Aid (TOA) and the TANF TOA for extensive case management services. - A TOA team was created to do a 100% review of CalWORKs (CW) cases to ensure accuracy of TANF, CW and WTW clocks. For the TANF TOA, the focus is on the 54th and 58th months. - Development of review teams to verify the accuracy of TOA data for letters and phone calls to continuing cases. Letters are being sent out. - Reviewing TOA data on a quarterly basis for the WTW 24 months clock, - Using the WDTIP TRAC reports.

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							<ul style="list-style-type: none"> - Closely monitoring clients participation in WTW activities to ensure clients obtain all available supportive services and that the WTW plan will lead them to become self-sufficient within the mandated time limits.
SANTA CRUZ	X	X	X	X	X	X	<ul style="list-style-type: none"> - Monthly review of WDTIP TRAC reports. - Mandated Social Work Intervention Services-referrals. - Referral of participants with long term medical exemptions to SSI Advocate. - Early identification of domestic abuse issues that may qualify the participant for a time limit waiver.
SHASTA	X						<ul style="list-style-type: none"> - Career Advancement Project (CAP) – Extensive case management and coordination with the local Workforce Investment Act (WIA) provider. Designed to assist clients who are under-employed in furthering their careers and becoming self-sufficient. - SSI Advocate – Assisting those with disabilities through the SSI application process. - Time limits are discussed extensively during orientation, job services,

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							appraisal, assessment, and WTW plan development.
SIERRA		X	X	X		X	
SISKIYOU	X	X		X			<ul style="list-style-type: none"> - Discussing time limits with clients at every opportunity. - Performed 100% review of cases to ensure time lines for each case are correct.
SOLANO ³	X	X	X	X	X		<ul style="list-style-type: none"> - In September 2001, the county began a 100% audit of all CalWORKs cases to ensure that the time clocks were accurate and participants were receiving necessary services.
SONOMA	X			X			<ul style="list-style-type: none"> - Designated time-on-aid staff person to review WDTIP TRAC reports and monitoring TOA corrections.
STANISLAUS	X				X		<ul style="list-style-type: none"> - County comment: "An increasing number of adults remaining on TANF suffer from significant barriers to self-sufficiency. Examples: learning disabilities; limited English language skills; domestic violence; substance abuse; and mental health problems. 18/24 months is not sufficient to prepare these individuals/families for self-sufficiency."

³ County completed survey and additional strategies obtained from county site visit.

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SUTTER	X	X	X	X	X		<ul style="list-style-type: none"> - Providing holistic services at one of the county's colleges. - Creating vacancies in entry level positions through Step Up Program. - Economic Development (community)
TEHAMA	X						<ul style="list-style-type: none"> - Exploring several of the strategies listed and planning for strategy implementation.
TRINITY	X		X	X	X		<ul style="list-style-type: none"> - Writing articles in the county's quarterly participant newsletter.
TULARE		X		X			<ul style="list-style-type: none"> - Reviewing time limit status at every client. - Doing case reviews and sending informing notice to clients at annual redetermination, any case closing, and at the expiration of any time clock.
TUOLUMNE	X	X	X	X	X		<ul style="list-style-type: none"> - Showing video in lobby to address time limits. It is shown each hour, and all applicants must view the video. - Informational posters are posted in all client-waiting areas. - Presentations and in-service training is provided to department staff and other agencies regarding CalWORKs and WTW time limit information. - Access to Internet is

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							available to clients in the Resource Center at Department of Social Services and Job Connection, Tuolumne's local one-stop.
VENTURA	X	X			X		<ul style="list-style-type: none"> - Retention services contract that enable the contractor to work with the participant and provide support and services that will help the participant increase their wages on the job or obtain a better paying job that will lead to self-sufficiency. - Reviewing the characteristics of the time-limited caseload and developing specialized program interventions. For example, limited English programs more targeted for limited English population.
YUBA		X	X	X	X	X	
YOLO	X				X		<ul style="list-style-type: none"> - Considering the creation of a customer service team that would specialize in customers who are approaching the 60-month time limit. - Ensuring that accessible services to customers living in the rural communities are a priority. - Revising time limit tracking forms to ensure that system

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							<p>time limit data is reconciled with case file information.</p> <ul style="list-style-type: none"> - Presenting Board of Supervisors with report on the county's CalWORKs program in November 2001, highlighting the potential impacts that the upcoming time limits may have on their customers and discussing the county's next steps. - Yolo County attached a document describing their efforts in more detail.

Responses to County Survey
Strategies for Time Limits

Napa County

Napa County has been concerned about the time limit issue from the onset of welfare reform. As such the county has used many strategies listed below and at different stages of a family's tenure on aid. That is, the county has not waited until the end of the time limit to employ the strategies.

1. The review of time limits actually began for the 18 and 24 month clocks. Reports from the local system administrator for ISAWS were requested depicting those cases active for a cumulative period of 16 months. The report was then used to inform case managers about which of their cases were approaching the first of the clocks (18/24-month clock) so that special attention, intervention, etc. could be emphasized for the family. Additionally, a general report is issued for the Program Evaluation Supervisor and Program Manager from WDTIP data to get a wider perspective of who is approaching time limits and how many. This report information is then transferred to case managers for review and possible action. The WDTIP functionality is new within the last two months.
2. Most families who have been receiving cash assistance for 60 cumulative and consecutive months have multiple issues such as chronic homelessness, recovery needs, undiagnosed mental health concerns, etc. Once the multiple issues have been identified or even suspected, a multi-disciplinary team is set up to discuss the issues and interventions. The family then joins in an immediate follow up meeting. Each member of the multidisciplinary team has had some case management involvement with the family, therefore the strategies of both extensive case management and multidisciplinary teams have been utilized throughout our welfare reform effort.
3. Home visits are conducted with every family at a minimum one time per year. For more fragile families or those who are either approaching sanction or time limit, a home visit is conducted first by the resource specialist (who is the primary case manager), then in conjunction with a behavioral health/family preservation specialist. The home visit has been a very important strategy for the county to effectively assess the family's dynamic and/or wherewithal to make appropriate decisions regarding family well being.
4. Case managers inform participants about time limits regularly in accordance with regulations. Additionally, when the county converted from GEMS to the WTW Module, a focused case review was performed to ensure the case manager had a clear picture of what state the case was in (with respect to the time limits). The case manager then requested to see every participant to discuss their case and status with respect to the 60 month time limit, in particular. Additionally, each participant was given a copy of their plan and/or any other information that would communicate to them the status of their case and time spent/left.

Riverside County

In Riverside County, CalWORKs GAIN case managers are very communicative regarding time limits. Almost every contact involves a reminder to the participant that time limits are real and impending.

Extensive Case Management is part and parcel of anyone who is in a caseload, and participants are interviewed regularly regarding barriers to employment and the services needed for their families to achieve self-sufficiency.

Home visits are conducted when other attempts at contact fail. Case managers use time limits to express the urgency for clients to participate in Welfare-to-Work activities and obtain and retain employment. Time limits are also brought up as reasons to engage in training and education activities.

A multi-disciplinary team approach is utilized in Riverside County called Customer Helps Advisory Team (CHAT). The individuals in CHAT are those who have an eligibility technician and a social worker from Child Protective Services. The GAIN counselor is also included when applicable. Time limits are taken into account when these team meetings take place to ensure the participant receives the services and participates in activities that use the time left most efficiently.

An activity assignment called **Picking Up Successful Habits**, or (PUSH) provides intensive case management services to participants assigned to the program. When a participant has demonstrated the inability to make satisfactory progress toward employment, the participant may be referred to PUSH to assist him in working toward self-sufficiency while time allows. During PUSH assignment, Department of Mental Health Psychiatric Social Workers (PSW) work in conjunction with CalWORKs/GAIN Employment Service Counselors (ESC) to remove barriers that keep participants from entering employment or retaining it.

In 2001, Riverside County has appointed a work group to study those reaching their time limits through data collection and telephone surveys. This group has been assigned the task of proposing a service delivery model for people who are reaching their 60-month time limits.

Yolo County has created a variety of programs to assist all CalWORKs families including those approaching time limits. Examples of these programs are provided below:

- **Medical Case Management Program.** Utilizes nurses as medical case managers to provide services to medically exempt customers. The goal of the program is to remove medical barriers to employment and identify individuals with permanent disabilities in order to provide assistance in obtaining disability based income.
- **SSI Advocacy program.** Works in conjunction with Medical Case Management Program. Employment Service Social Workers and Adult Protective Service Social Workers work together to ensure that the customer provides accurate and complete information about all medical, psychological and psychiatric treatments received. The APS Social Worker also assists the individual in completing the SSI application process to ensure that all timeframes are met and therefore increase successful and more timely awards.
- **Domestic Violence Reduction Program.** The Probation Department has identified offenders or victims of domestic violence who are CalWORKs recipients. Individuals are then referred to available services in the community and are intensively case managed.

- **Welfare-to-Work Grant Program.** This program offers services that help customers obtain new skills and reduce barriers to employment. Services provided include: career assessment, funded vocational training, work experience, on-the-job training, substance abuse/mental health counseling, funds for work uniforms, boots, or work tools, funds for limited auto repairs, and funds for tattoo removal.
- **Young Families for Independence Program.** In June 2001, a Yolo County began a new collaborative with Young Families for Independence. This program targets at-risk pregnant and parenting teens on Cal-Learn or CalWORKs to participate in work experience, employment activities, and vocational training while remaining in school. The goal is to provide comprehensive services and support to ensure that these at-risk youth obtain a high school diploma or GED while receiving life skills. This program is funded through the Governor's 15% discretionary funds.

Yolo County has also examined our service delivery methods to provide better assistance to all customers. We are in the process of creating customer service teams. These are teams of social workers, public assistance specialists, employment specialists, and support staff that are co-located to provide enhanced services to customers. One suggestion that has been offered is to create a customer service team that specializes in customers who are approaching the 60-month time limit. Additionally, we are redesigning our up-front services. Customer Resource Specialists will be working with walk-in customers to determine the services each customer needs and assist the customer in obtaining those services in a timely manner. Yolo County has also made it a priority to provide accessible services to customers living in our rural communities. One particular program provides a variety of case management and employment services to customers residing in the rural Esparto region.

Yolo County is working on several ways to educate both our customers and the community on the impacts of the approaching time limits. We are revising our time limit tracking forms to ensure that our system time limit data is reconciled with our case file information. We are working on creating a letter that will be sent to all of our CalWORKs customers to inform them of time limits and how they will be affected. Additionally, we will be presenting the Yolo County Board of Supervisors with a report on our CalWORKs program in November 2001. This report highlights the potential impacts that the upcoming time limits may have on our customers and discusses next steps that the county will be taking.

Contra Costa County.

Contra Costa County's efforts to prepare participants for time limits include but are not limited to:

- The county will be implementing a new disability project in January 2002 that will focus on CalWORKs participants that have learning disabilities. A two-fold approach will be taken to ensure CalWORKs participants receive all the services to which they are entitled. First, after an appraisal is done, a more intensive diagnostic evaluation is performed to determine if a person has a disability, the degree of the barrier, and the best intervention. A vocation specific welfare-to-work plan is then developed by vocational tests/assessors that includes services for the person to become employable. Second, protective employment situations are engaged wherein on-the-job training, job coaches, and other environmental supports are afforded the participants at the initial onset of work. This ensures the participant learns acceptable work habits, is successful in their first work experience, and develops positive attitudes about their jobs to continue to want to work.

- The county has special outreach units in each of their four district offices. The units include a team of social workers, employment specialists, and community outreach aides. The aides are current CalWORKs/Welfare-to-Work participants. These teams conduct home visits when CalWORKs participants are not complying with their program requirements, have no shows, their children are not attending school, and/or when the participant has the potential for being sanctioned. Reasons for noncompliance are investigated; and, if appropriate, referrals are made to mental health and/or substance abuse services. Also, follow up is made to participants who were referred but not active in the mental health/substance abuse service to which they were referred.
- If a CalWORKs participant is approaching his/her 18/24-month time limit, county staff:
 - ✓ contact the person 60 to 90 days prior to that deadline;
 - ✓ reassess the case with the purpose of identifying needed services and starting/establishing a community service referral; and
 - ✓ ensure that any overlooked services/benefits are offered.
- The county has monthly internal reports generated that indicate the calculated expiration date for aid for each CalWORKs participant. The reports are distributed to each district office by division and unit supervisor. The staff then performs an inventory of client participation to specifically track services received, needed, and time left on aid.
- The county's employment specialist staff have received special training called "separation survival." This training is intended to delineate specific goals and expectations for active case management and assist and prepare CalWORKs participants for time limits. The training includes but is not limited to:
 - ✓ regular and standardized communication actions—telephone calls, contact schedules, office visits, and other methods for maintaining current information on participants;
 - ✓ service actions—proactive case management, case reviews, outreach with outside agencies, referrals for barriers for the hard to employ, and monitoring medical situations;
 - ✓ employment actions—job leads and listings for participants, update skills match for participants, discuss time limits with participants and their welfare-to-work plan requirements, referrals to job fairs, and training for newly employed participants; and
 - ✓ management actions—documentation of placements, review tickler lists for accuracy and make necessary changes, review information reports and ensure all participants are in a component for the required hours, make random case checks, and ensure supportive service payments are made.
- To ensure that the county's services are appropriate and responsive to the needs of CalWORKs participants, the county does extensive planning. Specifically, an inventory of client participation is tracked, in-depth ongoing assessments are conducted, and a "rapid response report" is solicited from the Rapid Response Unit of the Workforce Development Board. The rapid response report identifies the transferability of employee skills before layoffs or downsizing efforts are implemented. It includes the county/location of the business, type of industry, number and class of employees affected, date of impact, intervention/action planned, and other comments.

San Mateo County

The county's efforts to prepare CalWORKs participants for time limits include:

- Throughout a person's time on aid, the county distributes quarterly time limit status letters that indicate how a person stands with both the 18/24 and 60-month clocks.
- Before a CalWORKs participant undergoes a sanction, home visits are conducted on a monthly basis and the participant's case is reviewed and evaluated through the multi-disciplinary team process. Home visits are also used as a means to discover and meet less visible service needs.
- The county's multi-disciplinary team is engaged at critical junctures (e.g., when serious barriers become evident, prior to a sanction, when nearing the end of the 18/24-month clock, and any other time a case manager deems necessary) of a participant's progress in the program.
- Participants are tracked through the county's SMART data collection system. The county is thereby able to monitor the involvement of clients in the various welfare-to-work components and determine if participants are maximizing services before reaching their time limits.
- Special services are engaged for CalWORKs participants that have barriers. The Women's Enrichment Center and other county and community-based services for domestic abuse, alcohol, substance abuse, and mental health issues may address barriers. Also, specially trained vocational counselors provide a full array of intensive employment-related services through the county's Vocational Rehabilitation Services Program.
- The county has a grant from the Department of Labor that supports a Welfare-to-Work Program. This program provides services for CalWORKs participants that have characteristics that put them at risk for long-term welfare dependency.
- If/when participants are discontinued from cash aid, notices are distributed to them which identify services to which they are still able to receive. They include food stamps, Medi-Cal or Healthy Families medical care, free school lunch programs for their children, and other job placement/advancement services.

Solano County

Solano County prepares participants for time limits by:

- In August 2001, the county began notifying participants of the time available to receive services under the 18/24-month time frame, as well as the time available under the 60-month time limit.
- In September 2001, the county began a 100% audit of all CalWORKs cases to ensure that the time clocks are accurate and participants are receiving necessary services.
- The largest challenge for the county is ensuring that CalWORKs participants show up for scheduled appointments. The "show" rate is approximately 50%. When participants do not meet their scheduled appointment times and dates, they are automatically scheduled for the next meeting which is within approximately two weeks.

- If a CalWORKs participant is approaching his/her 18/24-month time limit, county staff:
 - ✓ contact the person 60 to 90 days prior to that deadline;
 - ✓ reassess the case with the purpose of identifying needed services and starting/establishing a community service referral;
 - ✓ use weekly case conferencing sessions to share specific details about families to assist unit members with ideas and information for more effective, intensive case management; and
 - ✓ ensure that any overlooked services/benefits are offered.
- The county's staff is required to automatically conduct family contacts for at least 25% of their caseload on a monthly basis. Time clocks are checked and reviewed during all family contacts.
- When families with multiple barriers are at risk of losing a portion of their cash assistance, the county offers services through a CalWORKs Multi-Disciplinary Team.
- CalWORKs participants are sanctioned when they do not comply with participation requirements. Before the participant is at the point of being sanctioned, county staff contact the participant to establish an appointment for a home visit to identify any barriers and/or refer the participant to community based organizations, including faith-based organizations, for outreach.



TANF Time-Limits Briefing Packet Executive Summary

In response to the advent of time-limits, Alameda County has convened senior policy and operations staff to serve on a TANF Time-limits Oversight Committee. This Committee is charged with overseeing the necessary steps for a smooth and coordinated transition for those clients timing-out by setting program and policy priorities. In addition, the Committee is charged with identifying areas in which SSA can be of assistance to our clients once they reach their time-limit on aid.

I. TANF Time-Limits Oversight Structure: Feeding information and recommendations back to the Oversight Committee are the following workgroups:

- *Program-* charged with program and planning for those clients timing-out and those who have timed-out (as of January 2003)
- *Communications-* charged with promoting awareness for clients and community; training staff and contractors on the many issues facing our clients
- *Policy Research and Legislation-* charged with legislative review, proactive legislative agenda development and gathering experiences from other communities for possible local implementation
- *Data Information & Integrity-* two workgroups charged with providing up-to-the minute information on our timing-out population; and ensuring data accuracy and enhanced data tracking and clean-up.

II. Activities:

The activities now being implemented focus on external and internal infrastructure capacity building efforts and information dissemination

- *External Campaign*

Programmatic Enhancement- Our service provision is being delineated into three categories: 1) All ongoing caseload; 2) Those timing out in a year or less; and 3) Those timing out in three months or less. For our ongoing CalWORKs clients, continued emphasis will be made on the time-limited nature of the program.

For those reaching their time limit, the following elements are being implemented:

- Hands on case management
- Meeting with clients face-to-face to develop a plan and then monthly follow up to review progress
- Home phone calls
- Home visits
- Alternative hours visits, be it evenings or weekends

While not having the financial resources to provide this level of service for our entire caseload, we hope to assist those clients facing time-limits in their move towards self-sufficiency.

For those clients timing-out in three months or less we are planning to implement a post-aid planning session (to be implemented in the fall). These sessions will take place during one of the monthly face-to-face visits or during the annual reinvestigation visit.

This session will include:

- Review of applicable services for referral
 - Childcare
 - Transportation
 - Ancillary Services
- Post Employment Services
- Community Service Referrals
- Development of a family Post-aid Budget
- Ensuring the seamless transition for Medi-Cal and Food Stamps

The hoped for impact of these efforts is that those clients facing time-limits will take advantage of every available service and will move closer to self-sufficiency. For those clients not self-sufficient who time-out, our hope is that through maximum planning they will be prepared for this transition.

Community Briefings- In an effort to inform clients, community members and interested parties, a series of briefings will be held throughout the county. These briefings will provide core information on time-limits, exemptions and opportunities for community assistance (jobs, community service, mentoring, etc). Through these efforts it is hoped that the community will be more educated and understand the opportunities for community involvement and participation.

CBO/Contractor Training- Knowing that our partner agencies are as concerned about client success as we are, SSA will hold trainings to ensure that partner agency staff can maximize their efforts on behalf of our joint clients. Through our joint efforts it is hoped that no client will be lost in the cracks.

Media Campaign- In the Agency's effort to promote awareness, understanding and partnership with the community, SSA is exploring the implementation of a media

campaign which work proactively with the media to ensure accurate and timely coverage of this issue.

• ***Internal Efforts***

Implementation- To ensure a smooth transition for our clients, we have and will continue to coordinate ongoing program development and the implementation of information systems changes. Through these efforts we hope our clients will receive maximum services while ensuring that changes in eligibility does not interrupt remaining eligible benefits and services (new coding etc).

Data Integrity- The Agency has launched a data integrity campaign to ensure that our Data Systems (GIS, CDS and TOA) all have accurate and up-to-date information. Our Campaign is being implemented in three parts: education/training; clean-up and monitoring. Through these efforts we will ensure that each of our clients is receiving maximum assistance and that time on aid is being counted accurately.

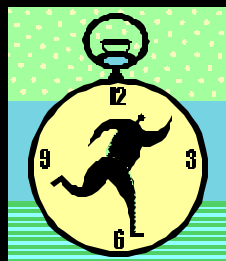
Client Outreach- The goal of our client outreach efforts has been to maximize client contact with workers. This multi-fold effort has included initially sending a series of letters to clients:

- 1) **All Clients-** This notice is a reminder that CalWORKs is a time-limited program and that clients should be working with SSA and/or CBO staff to pursue efforts towards self-sufficiency.
- 2) **Timing-Out Clients-** This notice reminds those timing out in January of 2003, that they have one year left of cash aid for adults.
- 3) **\$100 and Less Recipients-** This notice encourages those recipients who are receiving less than \$100 in cash aid a month to consider saving their time on aid for some time in the future, rather than using all of their time now.

These initial efforts will expand to include posters in waiting rooms, calls and additional mailings. It is hoped that the net result will be further engagement of the clients in preparing for this final year on aid.

Internal Communication- To ensure that all Social Service Agency employees are familiar with the program and the advent of time-limits, ongoing communication is being conducted through existing newsletters, special mailings and presentations at all regular Agency meetings. With our no wrong door policy, we want to ensure that clients are receiving maximum assistance from our entire workforce.

Training- To ensure that we are able to achieve the aforementioned objectives three sets of trainings are being developed: all staff training on time-limits and its implementation; the second for CalWORKs employment staff who will be meeting regularly with timing-out clients; and the third for eligibility and employment staff on data integrity issues. Through this comprehensive approach is designed to maximize our effectiveness on behalf of our clients from eligibility to casework assistance to overall planning.



BEAT THE CLOCK: *Racing To Self-Sufficiency*

Adults have a 60-Month Lifetime Limit to Receive Adult Cash Aid....

How many months do ***you*** have left?

The 60-Month Time Limit does *not* apply to:

- Children
- Medi-Cal Benefits
- Food Stamp Benefits
- AFDC received from California or other states before 1/1/98

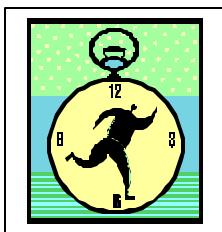
We Can Help you Move towards Self-Sufficiency!

**Please Contact Your Employment Counselor or Worker
as soon as possible for Help!**

For information regarding Food Stamp and /or Medi-Cal Benefits, call your Eligibility Worker @ 1-888-999-4SSA (4772).

For information regarding employment and supportive services, call one of the Self-Sufficiency Centers below:

North Oakland Self-Sufficiency Center.....510-596-0448
Eastmont Self-Sufficiency Center.....510-383-5300 x 35475
Hayward Self-Sufficiency Center.....510-670-6000 x 50366



YOU COULD BE LOSING VALUABLE TIME



EFFECTIVE JANUARY 1, 1998, YOU CAN ONLY
RECEIVE CalWORKs FOR A TOTAL OF 60 MONTHS IN
A **LIFETIME!**

IF YOU LOSE YOUR CURRENT SOURCE OF INCOME,
OR HAVE A FAMILY EMERGENCY AFTER 60
MONTHS ON AID, YOU **CANNOT** RECEIVE ANY
MORE CASH AID FOR THE ADULT(S) IN THE HOME.

THE SMALL CASH GRANT YOU NOW RECEIVE MAY
NOT BE WORTH THE LOSS OF FUTURE CASH AID. IF
YOU WOULD LIKE TO HAVE YOUR CASH AID
DISCONTINUED, YOU MAY STILL BE ELIGIBLE FOR
FOOD STAMP AND MEDI-CAL BENEFITS.

Call your Eligibility Worker @ 1-888-999-4SSA (4772).

**For information regarding supportive services, such as child care
and/or transportation assistance, call one of the Self-Sufficiency
Centers listed below:**

North Oakland Self-Sufficiency Center(510) 596 – 0448
Eastmont Self-Sufficiency Center(510) 383 – 5300 Ext. 35475
Hayward Self-Sufficiency Center.....(510) 670 – 6000 Ext. 50366

UD. PODRIA ESTAR PERDIENDO TIEMPO VALISO



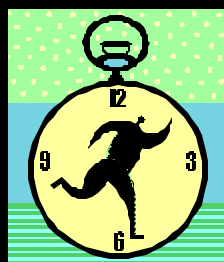
A PARTIR DEL 1 DE ENERO DE 1998, UD. SOLO PODRA RECIBIR ASISTENCIA MONETARIA (CalWORKs) POR UN TOTAL DE 60 MESES EN EL **LAPSO DE SU VIDA**.

SI UD. PIERDE SU EMPLEO O OTRA FUENTE DE INGRESOS O TIENE ALGUNA EMERGENCIA FAMILIAR DESPUES DE HABER RECIBIDO AYUDA POR 60 MESES, UD. O ALGUN OTRO ADULTO EN SU FAMILIA NO PODRA RECIBIR MAS AYUDA MONETARIA.

TALVEZ NO VALGA LA PENA QUE UD. PIERDA AYUDA EN EL FUTURO POR ESTAR RECIBIENDO UNA PEQUENA CANTIDAD DE DINERO AHORA. SI UD. DESEA QUE LE DESCONTINUEMOS SU AYUDA MONETARIA AHORA, UD. TODAVIA PODRA SER ELEGIBLE PARA RECIBIR BENEFICIOS DE ESTAMPILLAS DE COMIDA Y MEDICAL. **Call your Eligibility Worker @ 1-888-999-4SSA (4772).**

LLAME A SU TRABAJADOR(A) DE ELEGIBILIDAD PARA MAHOR INFORMACION CON RELACION A SERVICIOS DE APOYO, COMO CUIDADO DE NINOS Y/O AYUDA CON TRANSPORTE, LLAME A UNO DE LOS SIGUIENTES CENTROS DE AUTO-SUFICIENCIA (SELF-SUFFICIENCY CENTERS):

North Oakland Self-Sufficiency Center(510) 596-0470
Eastmont Self-Sufficiency Center(510) 383 – 5300 Ext. 35475
Hayward Self-Sufficiency Center.....(510) 670 – 6000 Ext. 50366



BEAT THE CLOCK: *Racing To Self-Sufficiency*

The Clock is Ticking...

CalWORKs is a Time-Limited Program

**Adults only get aid for 60 months
In a Lifetime!!**

Time Limits are Coming...

You may only have one year left. After that you will **no longer** be eligible to receive cash aid for Adults!

The 60-Month Time Limit **does not** apply to:

- Children
- Medi-Cal Benefits
- Food Stamp Benefits
- AFDC received from California or other states before 1/1/98

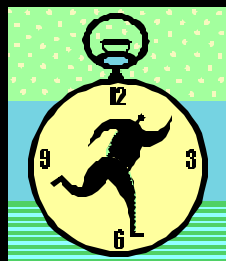
We Can Help you Move towards Self-Sufficiency!

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BEAT THE CLOCK: *Racing To Self-Sufficiency*

CalWORKs 60-MONTH TIME LIMIT FACT SHEET

The Personal Responsibility and Work Opportunities Reconciliation Act (PRWORA) of 1996, a.k.a. The Temporary Assistance For Needy Families (TANF), established Welfare Reform in California. The new program assures that welfare is a temporary support in times of crisis, rather than a way of life; encourages and rewards personal responsibility and accountability by recipients; fosters a “Work First” attitude by strict work requirements; and gives counties the flexibility they need to meet recipients’ needs.

In order to move welfare from a way of life into a temporary program for those in crisis, time limits are necessary to move recipients off aid as quickly as possible and into self-sufficiency. The California Work Opportunity and Responsibility to Kids (CalWORKs) program includes time limits for adult recipients, but within those time limits, the program provides services and work opportunities to ensure the success of the family in transitioning from welfare to work.

TANF (FEDERAL):

- ⌚ Eliminated the federal entitlement of individuals to the Aid for Families with Dependent Children (AFDC) program and established a time-limited cash assistance program for families.
- ⌚ Imposed a cumulative 5-year lifetime limit on receipt of aid.

CalWORKs (STATE):

- ⌚ The 5-year cumulative lifetime limit on aid became effective January 1, 1998, and includes TANF aid received from other states.
- ⌚ The family’s maximum aid payment (MAP) is reduced after 5 years of aid, by the amount of the adult’s portion of the grant.
- ⌚ The 60-month time limit DOES NOT apply to children, Medi-Cal or Food Stamp benefits.
- ⌚ Adults who reach the 5-year time-limit are only eligible for General Assistance (GA) benefits when all children in the household reach 18 years of age or older.
- ⌚ Adults who are sanctioned for non-compliance in the Welfare to Work program are ineligible for GA.
- ⌚ For a complete list of exceptions to the 60-month lifetime limit on CalWORKs, please refer to the reverse of this Fact Sheet. *These exceptions will either stop or extend the CalWORKs clock for the adult.*

SAFETY NET:

Under CalWORKs, a safety net will provide cash assistance for children beyond the 5-year lifetime on aid.

OVER ➡

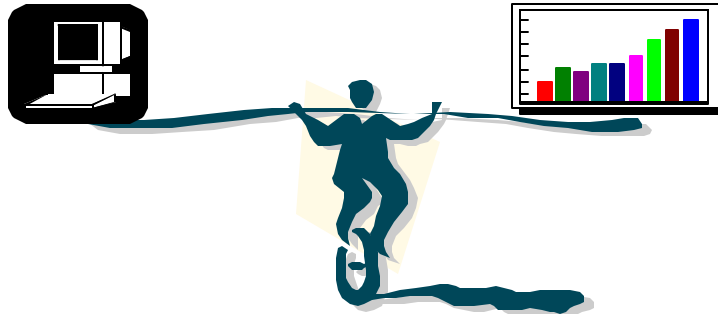
TIME LIMIT EXCEPTIONS

*The following is a list of **Time Limit Exceptions** that will either stop or extend the CalWORKs 60-month time limit when the adult caretaker relative:*

- ⇒ Has caretaking responsibilities that stop the adult from working regularly or taking part in welfare to work activities because he or she:
 - Provided care for an ill or incapacitated member in the home; **OR**
 - Is the non-parent caretaker relative of either a dependent child of the court or a child the county determines is at risk of placement in foster care.
- ⇒ Is 60 years of age or older.
- ⇒ Has medical proof of a disability that is expected to last at least 30 days.
- ⇒ Is eligible for, taking part in, or exempt from Cal-Learn or another approved teen program. This exemption **DOES NOT** apply to any adult child age 19 who is eligible to participate, but chooses not to.
- ⇒ Is a victim of domestic abuse, and the county finds good cause to waive the time limits.
- ⇒ Is excluded from the assistance unit for any reason other than reaching the 60-month time limit.
- ⇒ Has received child support that fully reimburses a month of aid.
- ⇒ Is living in Indian Country, as defined by federal law, or an Alaskan native village, in which at least 50 percent (%) of the adults living in the Indian Country or in the village are not employed.
- ⇒ Is only receiving supportive services, such as childcare and case management.
- ⇒ Has received no cash aid payment for the month because the grant amount is less than \$10.
- ⇒ The county determines the adult is not able to work or to take part in welfare to work activities. This exemption only applies when the adult has a history of cooperating with welfare to work rules.
- ⇒ The adult is receiving certain types of disability benefits (i.e., State Disability Insurance, Workers' Compensation, Temporary Disability Insurance, In-Home Supportive Services, or State Supplementary Program benefits), and the disability significantly reduces his or her ability to work regularly or take part in welfare to work activities.

DATA INTEGRITY TIP OF THE WEEK

May 8, 2002



“Data Integrity” -- balancing good input for accurate results

The Data Integrity “Tip-Of-The-Week” is a new communication tool that will be sent to Eligibility and Employment Staff to stress the importance of data integrity as it applies to information entered into the Case Data System (CDS) and the Gain Information System (GIS) with special emphasis on time limits. These TIPS will be issued on a weekly basis.

What is data integrity? Simply stated, it is the input of accurate information!

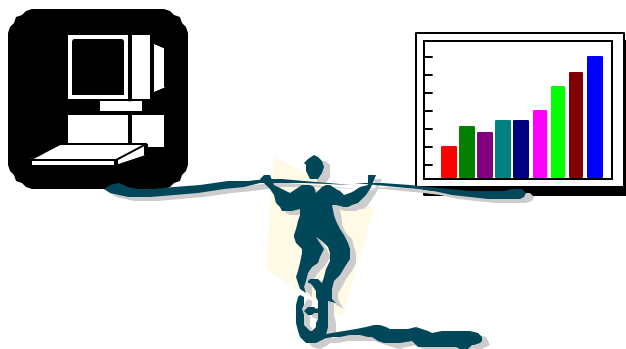
Why is data integrity so important? Data integrity is important because the information entered in GIS (GAIN Information System), TOA (Time on Aid) and CDS (Case Data System) must be accurate and up to date. This information is not only used for EBT (Electronic Benefits Transfer) and CalWIN, but it is also used to determine the 60 Month time limit for CalWORKs.

Suggested TIPS will include topics such as: which Person Employability Code (PEC) will “stop the clock”; what essential information is needed to complete the Chronological screen in WISE; and an overview of Time on Aid (TOA) screens.

If you have suggestions for additional TIPS please forward them to me by e-mail to nkokayi@co.alameda.ca.us.

DATA INTEGRITY TIP OF THE WEEK

June 3, 2002



“Data Integrity” -- balancing good input for accurate results

Data Integrity includes any communication between Employment staff, Eligibility Staff and the Social Work staff. For example, should the Social Worker or Employment Counselor determine that a customer is not able to work, communication must be made to the Eligibility Technician of record to enter the appropriate **PEC** (Person Employability Code).

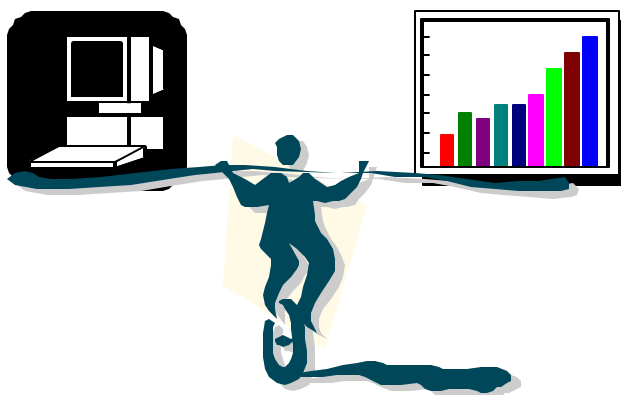
It is crucial that the **PEC** entered is the correct code for the case so that the 60-month time limit is calculated accurately. In some instances, the **PEC** code will be an exemption from the time limits. Listed below are **PEC** codes that are “clock stoppers”. An expiration date is required.

PEC	DESCRIPTION
D	Required in home to care for ill/incapacitated household member.
E	Caretaker of young child and the child is <u>not</u> in the AU. *
G	Caretaker of a young child.
H	Caretaker of a young child and the child is in the AU.*
J	Domestic Abuse/Violence victim. *
K	Child ages 16 through 18 in school/training full-time.
P	Pregnant and unable to work or participate in Welfare To Work activities. *
X	Disabled. *

(*Refer to CALWORKs and Employment Programs Newsletter, #02-02 for more detailed information).

DATA INTEGRITY TIP OF THE WEEK

June 12, 2002



“Data Integrity” -- balancing good input for accurate results

Sanctions do not count towards time on aid because the individual is **not** an assistance unit (AU) member. Penalties may count towards time on aid, because the individual remains in the AU, but their needs are not considered for grant computation. Below is a list of *person* discontinuances due to Welfare to Work (WtW) employment sanctions.

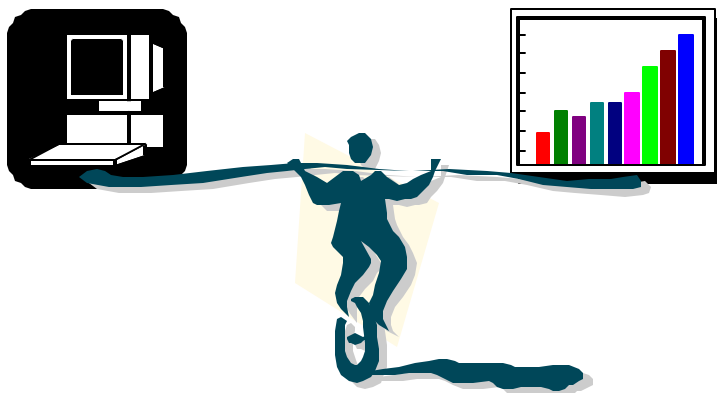
PERSON DISCONTINUANCE DUE TO WTW EMPLOYMENT SANCTION	
Sanction Codes	Duration
051 – 1 st Sanction Failure to comply with WtW/Employment requirements.	No minimum.
052 – 2 nd Sanction Failure to comply with WtW/Employment requirements.	Minimum of three months.
053 – 3 rd Sanction Failure to comply with WTW/Employment requirements.	Minimum of six months.
054 – 1 st Sanction WtW/Employ. Compliance Plan.	No minimum.
055 – 2 nd Sanction Failure to complete WtW/Employ. Compliance Plan	Minimum of three months.
056 – 3 rd Sanction Failure to complete WtW/Employ. Compliance Plan.	Minimum of six months.

Note: The discontinuance dates for these sanctions will be the last day of the following month.

(Refer to CDS/GIS Newsletter 00-01 and CDS Newsletter 99-10 for more detailed information).

DATA INTEGRITY TIP OF THE WEEK

July 3, 2002



“Data Integrity” -- balancing good input for accurate results

Sanctions: Part II

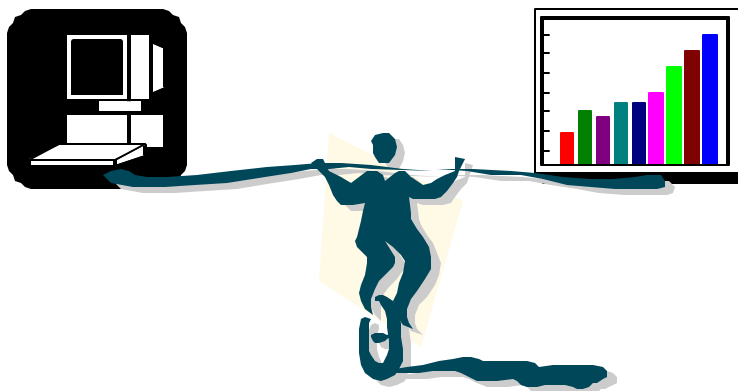
When entering sanctions in GIS (GAIN Information System), it is important that the Employment Counselor (EC) requests the correct corresponding NOA (Notice of Action) code. Once the Eligibility Technician (ET) receives this NOA, the proper discontinuance action can be entered into CDS (Case Data System).

The following NOAs are strictly for case file only. The ET must **not** send these NOAs to the participant. Only the CDS NOA is sent.

SANCTIONS	NOAs
051 and 054	880
052 and 055	882
053 and 056	884

DATA INTEGRITY TIP OF THE WEEK

JULY 15, 2002



“Data Integrity” -- balancing good input for accurate results

PERSON EMPLOYABILITY CODES FOR MINORS

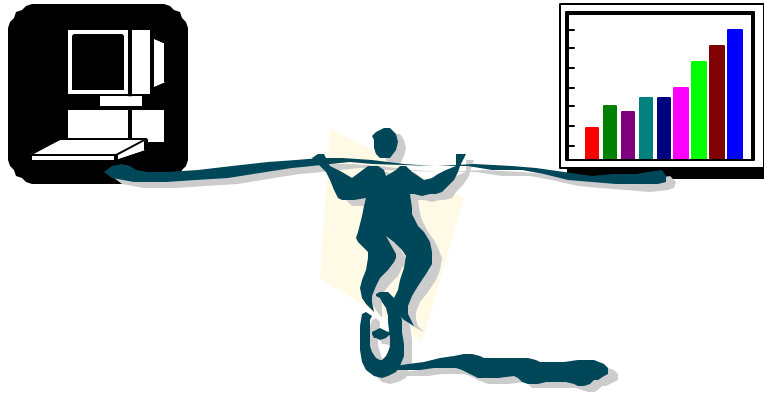
CODE	DESCRIPTION
C	Children 15 years and under. Expiration is required.
K	Minors ages 16 through 18, who in school/training full-time. Expiration date is required.
L	A Cal-Learn pregnant or parenting teen, who, is under the age of 19, that lacks a high school diploma or its equivalent (i.e., GED). * No expiration date is required.

***Reminder:** The teen may also be 19 years of age and has been in Cal-Learn before and wishes to voluntarily stay in Cal-Learn until age 20. The PEC remains L.

(References: CalWorks and Employment Programs Newsletter 02-02; Hot Tips! Employment Services Quick Reference Guide)

DATA INTEGRITY TIP OF THE WEEK

JULY 23, 2002



“Data Integrity” -- balancing good input for accurate results

VSD CODES

VSD codes are used to ensure proper registration of participants in the Welfare-to-Work program.

Remember the following tips for VSD code changes:

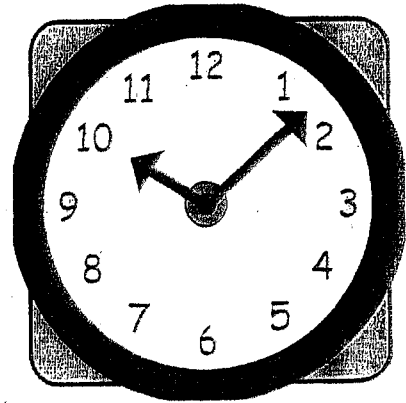
- VSD codes must always be re-entered whenever the customer reapplies for CalWORKs.
- VSD codes should be changed whenever the customer moves to another area of the county.
- VSD codes must always be entered when the Person Employability Code (PEC) is **2** or **L**.
- VSD codes are **never** entered on Food Stamp only cases.
- VSD code of **20** is obsolete and must **never** be used.

(Reference: CalWORKs Newsletter 01-14).

Orange County

Time Is Running Out The CalWORKs 60-Month Time Limit

The first of our participants will reach their 60th month of the CalWORKs 60-month time limit in December 2002. Use this information when speaking with clients about time limits.



- ❖ Each worker that has contact with a WTW participant must reinforce the concepts of:
 - Using what time is left to his/her advantage.
 - Understanding his/her options for maximizing WTW opportunities before the expiration of the time limit.
 - His/Her self-sufficiency plan by discussing it at every opportunity.
- ❖ It is the responsibility of all WTW Case Managers to have a personal monthly contact with their clients. An intensified effort must be made to contact our participants that are in their last year of the CalWORKs 60-month time limit. Most of these participants will be employed currently for 32+ hours.
- ❖ Consequences to a Timed-Out Participant:
 - That person will no longer be eligible to CalWORKs. The cash grant for the remaining eligible family members will be reduced.
 - Some families may become ineligible.
 - His/Her CalWORKs assistance has been completely expended. He/She may not have the option of reapplying for CalWORKs for himself/herself in the event that he/she loses his/her employment.
- ❖ The Good News:
 - Food Stamp eligibility will not be affected for participants who reach their 60-month CalWORKs time limit.
 - Timed-out individuals will be eligible for post-CalWORKs Medi-Cal, which will last a minimum of one year.
 - Assistance for Child Care can continue for 24 months, and Retention Services can continue for 12 months, if eligible.
 - When an individual has been aided as an adult for 60 months, cash aid may continue after 60 months for that adult when all parents, aided step-parents, and/or caretaker relatives in the home meet one of the following "time extender" criteria:
 - The adult is 60 years of age or older
 - Caretaking responsibilities prevent the adult from working regularly or participating in WTW activities because he/she:
 - Is the non-parent caretaker relative of either a dependent child of the court or a child the county determines is at risk of placement in foster care **or**
 - Provides care for an ill or incapacitated household member.

- The adult is receiving State Disability Insurance (SDI), Worker's Compensation Temporary Disability Insurance (TDI), In-Home Supportive Services (IHSS) or State Supplemental Program (SSP) benefits and the disability impairs his/her ability to work regularly or participate in WTW activities.
- The adult is excluded from the Assistance Unit for any reason other than reaching the 60-month time limit. For example, sanctioned or undocumented noncitizen.
- The County determines the adult is not able to work or participate in WTW activities and the adult has a history of participating and fully cooperating in WTW activities.
- The adult is a victim of domestic abuse and the County finds good cause to waive the time limit.

❖ Options for services, asking for help and finding a better job:

- Use available Retention Services to find a job with increased earnings or hours.
 - Ask employer to increase hours, negotiate increased wages or compete for promotion. This will help the family's income remain at the same level or increase when the participant times out.
 - They may be able to discontinue from CalWORKs before all of their lifetime months are used.
- Evaluate participation and planned activities. If a participant wants to add hours of activity such as attending school in addition to his/her 32 hours of employment, we can pay supportive services, ancillary, etc., if those activities are included in a revised WTW plan.
- Evaluate self-sufficiency plans, and assist the participant with long term planning.
- Organize a Multi-Disciplinary Team, including the client, when the participant needs assistance in visualizing their self-sufficiency.

❖ OSW Responsibilities:

- It is critical that time clocks be accurate. If a discrepancy between the TOA and TRAC time clocks is discovered, the case must be manually reviewed and corrective action taken.
- Provide opportunity for the Case Manager to speak to the client if you get the call.





Time Is Running Out!

Help Us Help You...

...Beat the Clock!

Did you know that CalWORKs cash aid is limited to 60 months in a *lifetime* for most adults? That means that your cash aid may be reduced if you have been on aid for a total of 60 months.

How many months have you been on aid?

**GAIN can help you with resources and services to find and keep a job.
Services may include:**

- | | |
|---------------------------|------------------------------|
| ~ Employment Services | ~ Clothing Allowance |
| ~ Child Care Services | ~ Domestic Violence Services |
| ~ Transportation Services | ~ Substance Abuse Services |
| ~ Education/Training | ~ Mental Health Services |
| ~ Books, Tools, Supplies | ~ Post-Employment Services |

For more information, contact your local GAIN office today!

MY GOAL PLAN

1. _____
2. _____
3. _____

GAIN Regional and Sub-Offices

West County Region I	(310) 665-7502
West San Fernando Valley Region II	(818) 718-4201
Palmdale Sub-office	(661) 575-8901
Lancaster Sub-office	(661) 723-4406
San Gabriel Valley Region III	(626) 927-2600
Pomona Sub-office	(909) 392-3008
Santa Anita Sub-office	(626) 350-4547
Central County Region IV	(323) 730-6438
Beverly Sub-office	(213) 738-3165
South County Region V	(310) 603-8352
Southeast County Region VI	(323) 881-5300
East San Fernando Valley Region VII	(818) 729-8823
Glendale Sub-office	(818) 546-6202
Panorama City Sub-office	(818) 901-4941

Los Angeles County Department of Public Social Services



Board of Supervisors

Gloria Molina
First District

Yvonne Brathwaite Burke
Second District

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

Help Us Help You

BEAT THE CLOCK

For most adults, cash aid is limited to a total of 60 months in a lifetime.



You may qualify for the following services:

- g Employment Services
- g Child Care Services
- g Transportation Services
- g Education/Training
- g Books, Tools, Supplies
- g Clothing Allowance
- g Domestic Violence
- g Substance Abuse
- g Mental Health
- g Post-Employment Services

Pave your path to success, self-sufficiency, and independence.
Contact your GAIN office today to find out how!

Regional Office Address Label

Things all CalWORKs Participants Need to Know:

1. Time Limits:

- g Cash Aid is limited to 60 months total in a lifetime for most adults

2. How GAIN can help:

- g Job Placement Assistance
- g Resume writing, interview preparation, job search assistance
- g Education and Training
- g Work Experience
- g And much more

3. Supportive Services to help you overcome employment barriers:

- g Domestic Violence
- g Substance Abuse
- g Mental Health services

4. Participants who are employed or in a Welfare-to-Work activity, may also qualify for the following Supportive Services:

- g Child Care Assistance
- g Transportation Assistance
- g Work-related expenses

5. The benefits of working:

- g More Spending Money
- g Economic Self-Sufficiency
- g Independence

6. Once off cash assistance, participants may still be eligible for the following services:

- g Child Care Assistance
- g Continuing Medi-Cal coverage
- g Food Stamps

Beat the Clock!

Things You Should Know About the 60-Month Lifetime Limit on CalWORKs Cash Aid

- T** The 60-month clock began ticking when you started receiving cash aid **on** or **after** January 1, 1998.
- G** I started getting CalWORKs in _____ (month/year.)
- G** If there were no breaks in my aid, I will reach the 60 month lifetime limit in: _____ (month/year.)
- G** Today is: _____ (month/day/year.) I have about _____ months left of CalWORKs cash aid.
- T** Adult participants who reach the 60 month limit on CalWORKs cash aid will be able to get CalWORKs cash aid for their children only.
- T** Most adult participants who no longer get CalWORKs cash aid because of time limits will be able to get Food Stamps and Medi-Cal. Check with your CalWORKs Eligibility Worker for more information.
- T** A month of aid may not count against your 60 month limit if you were:
- G** Unable to work because of illness or disability. The illness or disability must be documented.
- G** Unable to work because you were caring for an ill or disabled household member. The illness or disability must be documented.
- G** The non-parent relative caring for a child who is a ward of the court or at risk of placement in foster care.
- G** Age 60 or older.
- G** A victim of domestic abuse.

... to attend a life changing workshop.

Thousands of people may soon be
cut off CalWORKs.

YOU
may be one of them!

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YOU
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**To find out more, it is VERY IMPORTANT
that you attend a *Time Limits Workshop* at
your local GAIN Office.**

Date: _____ Time: _____

Location:

Contact Number:

Success is a journey; start your journey now

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“Much of the success of life depends upon keeping one’s mind open to opportunity and seizing it when it comes.”

- Alice Foote MacDougall (1867–1945),
U.S. businesswoman.

Seize the Opportunity!



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- Alice Foote MacDougall (1867–1945),
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Seize the Opportunity!



You Are Cordially Invited...



You Are Cordially Invited...

60-Month Time Limit Evaluation

Participant Name: _____ Case Number: _____
 GSW Name: _____ File No: _____ Date: _____

The following questions will help give a better idea of what services you might need.	<u>Responses</u> Please circle Yes/No	Outcome
Are you currently working? If yes, where do you work, how many hours per week and how much do you make per hr/wk/mo.?	YES NO	<input type="checkbox"/> Complete Verification of Employment form and/or GEARS MEFP
Are you looking for work? If no, why not?	YES NO	<input type="checkbox"/> Job Development referral <input type="checkbox"/> Career Assessment referral
Have you ever worked? If yes, when? If no, why not?	YES NO	<input type="checkbox"/> Job Development referral
Do you have any significant factors that have prevented you from working?	YES NO	<input type="checkbox"/> Job Development referral
Are your transportation needs met?	YES NO	<input type="checkbox"/> Car repair needed <input type="checkbox"/> Alternative transportation <input type="checkbox"/> Bus Pass/mileage <input type="checkbox"/> Check TranStar
Are your childcare needs met?	YES NO	<input type="checkbox"/> R&R referral <input type="checkbox"/> Discuss child care
What is your current housing situation? (Homeless, in a shelter, public housing, apartment)		<input type="checkbox"/> Housing relocation referral <input type="checkbox"/> Referral to EW for homeless assistance
Do you feel safe in your neighborhood?	YES NO	<input type="checkbox"/> Housing relocation referral
Have you ever been a victim of a serious crime?	YES NO	<input type="checkbox"/> Potential clinical referral
Are you in the Family Preservation Program with the Department of Children and Family Services?	YES NO	<input type="checkbox"/> Check GEARS IPCA for FPP activity
Do you have any legal issues, such as a criminal record that interferes with employment?	YES NO	<input type="checkbox"/> Legal Aid referral
Do you or your family have any mental health issues? If yes, please describe.	YES NO	<input type="checkbox"/> Clinical referral <input type="checkbox"/> Info Line referral for family
Do you get along well with others?	YES NO	<input type="checkbox"/> Clinical referral
Do you have any hobbies, interests, social groups or clubs that you belong to? Please describe.	YES NO	<input type="checkbox"/> Job Development referral
Are you receiving substance abuse services?	YES NO	<input type="checkbox"/> Receiving substance abuse service
Did you know that we offer these services?	YES NO	<input type="checkbox"/> Clinical referral
Would you like more information?	YES NO	

Do you know that we offer domestic violence services?	YES NO	<input type="checkbox"/> Receiving domestic violence service <input type="checkbox"/> Referral to domestic violence service
Would you like more information?	YES NO	
Would you like to get information about other types of personal counseling that may be available to you?	YES NO	<input type="checkbox"/> Info Line referral
Are you concerned about balancing family time and time for work or training?	YES NO	<input type="checkbox"/> Mentoring referral
Are you currently enrolled in school or training? If yes, what school and program? _____ When did you start this program? _____ When will you expect to complete this program? _____	YES NO	<input type="checkbox"/> Compare time left on aid with time left in school and discuss the options <input type="checkbox"/> Discuss concurrent activities or shorter program <input type="checkbox"/> Discuss change to night program
What is the highest level of education attained? _____		<input type="checkbox"/> Referral to vocational assessment
Do you have any degrees, diplomas or certificates of completion?	YES NO	<input type="checkbox"/> Job Development referral
Can you speak, read, and write English clearly? Are you bilingual? If yes, what language(s)?	YES NO	<input type="checkbox"/> Referral to vocational assessment
How would you rate your math skills? Weak, average or strong.		<input type="checkbox"/> Job Development referral
Please describe any skills, trades, and past work experiences you have. Typing WPM, computer programs, customer service skills, construction, forklift operator, etc...		<input type="checkbox"/> Job development referral <input type="checkbox"/> Referral to vocational or community services assessment
Are you currently under a doctor's care, or do you have any illness or disability that interferes with working? If yes, what is the nature of the illness?	YES NO	<input type="checkbox"/> Potential exemption code 05, GN 6051 given <input type="checkbox"/> Potential SSI referral
Are you providing continuous care for a disabled household member?	YES NO	<input type="checkbox"/> Potential exemption code 07, GN 6051 and PA 853 given
Are you taking any prescribed medication that could interfere with working?	YES NO	<input type="checkbox"/> Potential exemption code 05, GN 6051 given
To your knowledge, have you ever been excused or exempted from GAIN participation? Reasons: (1) Being over age 60 (2) your own illness or disability (3) providing continuous care for disabled household member (4) being the non-parent caretaker of a child who is a dependent, ward of the court, or at risk of being placed in foster care. If yes, for how long?	YES NO	<input type="checkbox"/> Review GEARS MGRG for historical record and/or physical case folder record
Has your cash aid been stopped because of a GAIN sanction? If yes, for how long?	YES NO	<input type="checkbox"/> Review GEARS ICMS for historical record and/or physical case folder record
Were you or are you currently in a domestic violence program?	YES NO	<input type="checkbox"/> Review GEARS IPCA for historical record and/or physical case folder record
Is there any other information that I have not asked you, that you think I should know, to help find the right services for you?	YES NO	<input type="checkbox"/> Discuss the next GAIN assignment
COMMENTS:		

60-Month Time Limit Workshop
Outline

I. Introduction.....Appointed by Regional Administrator.....20 min.

- Background Information - brief explanation of Welfare Reform and the 60-month time limits, which began in 1998.
- Explain that the 60-month time limit will end as early as January 1, 2003 for some.
- Explain the consequences (sample reduction to household check from CalWORKs).
- Discuss clock stoppers and extenders.
- View 8 minute video on 60-month time limit (when it becomes available).

II. How can GAIN help?Appointed by Regional Administrator 10 min.

- Remove Barriers:
 - Specialized Supportive Services (mental health, substance abuse & domestic violence)
 - Child Care
 - Transportation
- Work related expenses
- Job Search Activities
- Short-Term Vocational Program

III. What Can You do to Help Yourself... Appointed by Regional Administrator ... 10 min.

- Have you ever thought about terminating your own aid to save your time for future use?
- Keep your appointment with your GAIN worker.
- Inform your GAIN worker of any changes effecting Welfare-to-Work activities.
- Inform your GAIN worker of any barriers that prevent you from finding employment.
- Follow up on all job leads.
- Visit the Career Resource Center at least once a week in your GAIN office.
- Contact a job developer for new job leads (provide phone numbers).
- Questions & Answers.....10 min.
- Visit Job Developer Tables / Gather job leads and program information.....10 min.
- Interview with the GAIN Services Worker

- **Child Care, Transportation and Work-Related Expenses:**

While participating in a GAIN activity, you may want to increase participation so you can reach your goals more quickly, by adding more classes or hours. Childcare, transportation and work related expenses are provided even beyond the regular full-time rate so that you can take advantage of additional activities, classes, etc.

- **Employment Services:**

All GAIN offices have a Job Development team, which will provide you with the current job openings. They also can provide you with job hot line numbers. In addition to this, you may want to network with your relatives and friends for employment opportunities.

- **Short-Term Vocational Program**

There are many short-term vocational programs through the community colleges, Regional Occupation Program (ROP), adult schools, and job skill centers that will prepare you for many entry level positions. Some agencies also provide paid training or on-the-job training program.

V. What Can You do to Help Yourself? ...Appointed by Regional Adm.10 min.

- Have you ever thought about terminating your own aid to save your time for future use?
- Keep your appointment with your GAIN worker.
- Inform your GAIN worker of any changes effecting Welfare-to-Work activities.
- Inform your GAIN worker of any barriers that prevent you from finding employment.
- Follow up on all job leads.
- Visit the Career Resource Center at least once a week in your GAIN office.
- Contact a job developer for new job leads (provide phone numbers).

VI. Questions & Answers.....10 min.

VII. Visit Job Developer Tables / Gather Job Leads and Program Information...10 min.

VIII. Interview with the GAIN Services Worker

How many months do I have left?

You will receive a Notice of Action (NOA) telling you the number of months of aid you used and the specific months that did not count toward your CalWORKs 60-month time limit. The county will give you this NOA at:

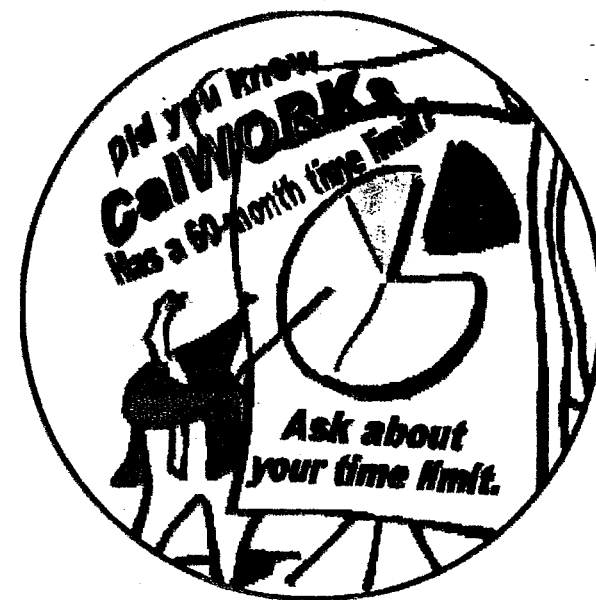
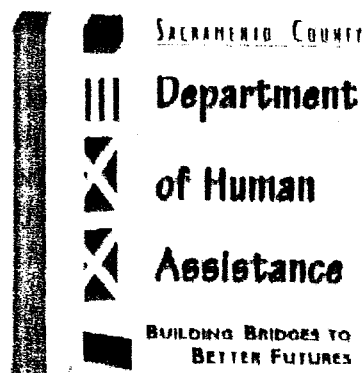
- application for aid.
- redetermination of aid.
- 54 months on aid.

You may ask your worker for this information at any time.

Choosing to leave cash aid.

If your family is receiving a monthly cash grant that is small amount, you may choose to decline the grant and leave cash aid so that the months will not count toward your CalWORKs 60-month time limit. This will save you some months for cash aid in the future. You should contact your worker to find out more information about leaving cash aid and if it will be beneficial to you.

DRAFT



The CalWORKs 60-Month Time Limit

Exemptions "Clock Stoppers"

A month on cash aid does not count toward your CalWORKs 60-month time limit if at any time during that month you are:

- Disabled (*You must have medical proof of a disability that is expected to last at least 30 days.*)
- 60 years or older.
- Caring for an ill or incapacitated person living in your home, which stops you from working or participating in welfare-to-work activities.
- A victim of domestic abuse and the county has waived the 60-month time limit.
- Eligible for, or participating in, or exempt from Cal-Learn or another teen parent program approved by the California Department of Social Services. (*This exemption does not apply if you are age 19, eligible to volunteer to participate but you choose not to participate in Cal-Learn.*)
- Living in Indian Country, as defined by federal law, or an Alaskan native village, in which at least 50 percent of the adults are unemployed.
- You did not receive CalWORKs cash aid because your cash grant was less than \$10 or you were sanctioned.
- Your cash grant is fully repaid by child support collection.
- You are only receiving supportive services such as child care, transportation, and case management.

What is the CalWORKs 60-month clock?

The CalWORKs 60-month clock:

- limits an adult, 18 years or older, to a maximum lifetime limit of 60 months (5 years) on CalWORKs cash aid.
- began ticking January 1, 1998, or when you started receiving cash aid if after January 1, 1998.
- includes aid received from California or other states' TANF-funded programs, starting after January 1, 1998.

What happens when the time runs out?

Adults reaching the CalWORKs 60-month time limit can no longer get cash aid. The children and other adults who have not reached the CalWORKs time limit may continue to receive CalWORKs cash aid.

Adults no longer receiving cash assistance may continue to be eligible for food stamps and Medi-Cal benefits. The cash aid received for the household will decrease, but the food stamps will most likely increase.

Exceptions "Clock Extenders"

When you have been aided for 60 months, cash aid may continue for you after the 60 months, if you and all parents, aided step-parents, and/or caretaker relatives in the home are in one of the following situations:

- Caring for an ill or incapacitated person living in your home, which stops you from working or participating in welfare-to-work activity.
- 60 years or older.
- Caring for an ill or incapacitated person living in your home, which stops you from working or participating in welfare-to-work activities.
- Evaluated by the county and are found to be unable to work or take part in welfare-to-work activities. This exception only applies when the adult has a history of cooperating with welfare-to-work rules.
- Not in the assistance unit (AU) for any reason other than reaching the 60-month time limit.
- Disabled and receiving certain types of disability benefits (State Disability Insurance, Workers Compensation Temporary Disability Insurance, In-Home Supportive Services, or State Supplementary Program benefits). This exception only applies if the disability stops you from working or participating in welfare-to-work activities.

APPROACHING CalWORKs 60 MONTH TIME LIMIT CHECKLIST

- ✓ *Review case file for proper application of time limit exemptions, if any.*
- ✓ *Ensure that accurate time-on-aid information is in the case file.*
- ✓ *Provide timely notifications informing the individual of their time-on-aid.*
- ✓ *Coordinate ongoing program services.*
- ✓ *Provide services to minimize or remove barriers to employment.*
- ✓ *Ensure a smooth transition for your clients.*
- ✓ *Provide listings of available community resources to help individuals who reach the time limit without finding employment.*

HOW DO WE PREPARE THE CLIENT FOR TIME LIMITS?

☐

Client Counseling; home visits; self-sufficiency plan after time limits; non-traditional County Welfare Department office hours.

WHAT TO TALK ABOUT

☐

Time Limit Exemptions/Extenders

☐

Family Budget; What to do with less \$ every month

☐

Food Stamp and Medi-Cal, continued eligibility

☐

Food Banks

☐

Child Care Access

☐

Earned Income Tax Credit

☐

Barriers to Employment

☐

County Job Retention Services

☐

Mentors, Peer Support Groups

☐

Community Based Organizations

☐

One Stop Centers and CalJOBS